



# THE ClearView

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## HANCOCK NAMED PROJECT MANAGER IN SOUTH CAROLINA



CWS welcomes David Hancock as a new Project Manager in South Carolina. David has been involved in the water and wastewater industry since 1987 and has stuck with it since. From working in management roles for most of his career, including several municipalities across the state of SC, he believes that his past

experience and expertise will help him efficiently carry out any CWS needs. David will be based out of Hartsville, SC and managing the facilities in the surrounding area.

Protecting public health by properly treating wastewater is a top priority for David. “My main objective is to provide clean, safe water to citizens to keep them healthy, happy and satisfied.” Protecting the environment, preventing diseases, customer satisfaction and ensuring that staff love their jobs are most important to me, he says.

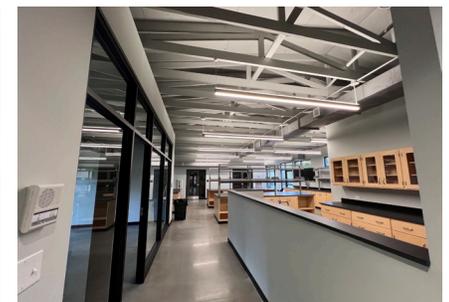
“Here at CWS, I love that everyone supports each other. I know that if I ever need help, I can get it from several different avenues.”

David is married to his wife of 32 years and they have two children and two grandsons. In his spare time, he enjoys watching sports and fishing.

## CONSTRUCTION COMPLETE ON NEW LAB

After much planning and careful consideration in the design, construction on the new CWS lab facility in Clemson, SC is complete. The facility is located at 109 Reid Street, just a few miles from the current lab site, but now less than a mile away from the Clemson City Hall.

According to the CWS Lab Manager, Emily Russ, the new state-of-the-art building will be highly visible to passers-by and will house the latest technology for laboratory testing services. “We are excited to be moving into our new lab and office space in just a couple of weeks. This building will enable us to provide better service to our clients.” The move in date is set for November 14.



## STUDENTS TOUR WATER AND WASTEWATER PLANTS

Lee Cain, our Director of Operations in Ocala, FL, recently hosted a tour of a water and wastewater treatment plant for the students of Equipped2Learn private school. The plants, located at the Central Bible Camp in Eustis, Florida, are operated by CWS. What a fun day spent with 50 amazing kids who were eager to learn! And just another way we are “building communities”.



# MOVING ON UP!

A big congratulations is in order for those who have passed one or more of their certification training exams over the last few months. Our water and wastewater classes continue each week, so I'm sure there will be more congratulations coming soon!

**Antwan Berry** passed his MS Water D certification exam. Antwan is the Water & Sewer Crew Leader for our Gautier, MS project and has been with CWS since we started work there in December 2012.

**Roy Hutchinson** passed his MS Water D certification exam! Roy is our Project Manager in Moss Point, MS. He's been with CWS since we were awarded the Moss Point contract in 2016, but has 30+ years of experience in the industry. He has a lot on his plate, but managed to find time to commit to getting his water certification.

**Lawrence Hughes**, our Regional Manager in MS, passed his MS Water Distribution certification exam. On top of traveling the state every day, living in hotels, successfully starting up projects, managing the CWS and MWO teams across the region, taking great care of our clients, and spending time with his family...somewhere in there he found time to study. It definitely wasn't easy and it wasn't a quick process. Lawrence has worked toward this for a long time. It just goes to show what you can do if you DO NOT GIVE UP! Keep grinding!

As always, if you are interested in obtaining your certification, please reach out to your Project Manager or to Beth Turner to be added to the next round of classes to begin after the first of the year.



## HOW TO CONTACT US:

Here are some useful email addresses you need to know. *It may be helpful to cut this out and save it for future use.*

IT Dept:	Helpdesk@clearwatersol.com
HR Dept:	Hiring@clearwatersol.com
Compliance:	Compliance@clearwatersol.com
Safety:	CWSsafety@clearwatersol.com
Clemson Lab:	CWSlab@clearwatersol.com

# IMPORTANT!

## HR Announces New Paycom System for Employees

The Human Resources Department has announced it is launching a new system to help streamline efforts related to payroll, benefits enrollment, and collection of general employee information. Beginning November 7, employees will be required to download the Paycom App onto your phones, tablets, or desktop, verify your current information, make any updates to incorrect or missing information, and then enroll in the benefits for 2023. Then, beginning in January, you will also be able to use this portal to view your paystubs, see your vacation/sick leave available, request time off, and so much more.

According to HR Director, Brian Tveitnes, this system will allow employees quick access to their personal information. "This will help us to get away from having to obtain, print, scan, and file paper copies. You won't have to wait on paystubs - you can see them on Wednesday before each payday. If you lose a paystub, you don't have to request another copy, you just download it. You won't have to call HR to give us your new address when you move - you will just go into the website and change your own information. You won't have to ask HR how much vacation time you have left - you will just go into the system and see for yourself."

But with all of its efficiencies, the new system will still only be as good as the information put into it. "If you type your banking information incorrectly, your direct deposit won't reach your account. There is, however, an option to be able to take a picture of a blank check with your phone and it will automatically fill in the required information. That is the safer route," said Brian. "If you move and don't update the information in the system, then your W-2 may be delayed in the mail. This puts responsibility back on the employee." Instructional meetings have been held to educate employees on how to use the system. If you were not able to participate, some of the meetings were recorded and can be watched later.

Just don't forget that **EVERYONE** - whether you are wanting to make changes to your elections or not - is **REQUIRED** to get on Paycom between November 7 and November 18 to enroll in or decline the benefits for 2023. If you have any questions, please reach out to your HR representative.



# KUDOS TO YOU!

## JAMES JEFFERSON

"James quickly identified and quickly resolved the issue. He showed me the work that he completed on the pipes by the area he dug up a few weeks ago and explained that someone else was supposed to come and continue some work. James expects that he will be back out here tomorrow or the next day finishing up the work that needs to be done. James is one of the nicest and informative skilled-labor professionals that I've ever gotten to speak with. I hope you guys keep him around. Every time I speak with him, I learn more about what I can do to resolve future issues and prevent other issues from happening." - Daniel, Gautier Resident



## JUSTIN GONZALES

"Hello Justin, It is not often we are recognized for our hard work and efforts in the water/wastewater industry which is why I am pleased to let you know that I just received a phone call from Ronaldo Castro (Tri County customer) who was very pleased with the service you provided. He stated that you were very courteous, experienced, and knowledgeable. Customer interactions can be challenging, but you handled this situation with a high level of professionalism. Great job, Justin!" - Karl Stephens, Regional Manager for Texas & Arkansas Central States Water Resources



## GAUTIER, MS TEAM

All,

Today I watched the entire repair of a 12" water main break on Highway 90. This was a large break, and unfortunately, it was a difficult repair that took several hours. The workers that were out there repairing the break did a phenomenal job! The teamwork that I witnessed among all the people involved was wonderful. Even though we are shorthanded, everyone chipped in to get the repair done as quickly and efficiently as possible to restore water to the businesses and residents affected by this break.

A special thank you to Russell for keeping his crew on task and working diligently to repair this main. Jimmy and Tommy both did a great job operating the machinery needed for the repair. To Anthony, Sammy, Aaron, and Alex, that were in the hole in the water and mud, I thank you for a job well done! Antoine and Herman thank you for all you did in assisting everyone involved and getting all the valves turned back on and the water flowing.

Keep up the good work!

- Ramona Morgan, Public Works Director



## CONGRATULATIONS TO MR. & MRS. PATRICK!

Congratulations to **Danyele Arnett** and David Patrick who were married in September. Danyele is an Operator with CWS in Garden City/Port Wentworth and David previously worked for CWS as well. (Note: Larry Arnett, Danyele's father and CWS Area Manager in Georgia - is shown rep'ing in the CWS cap.)

## MOSS POINT PUBLIC WORKS HONORED AT EVENT

Congratulations to our Moss Point, MS team! Our Public Works Department was recently presented a certificate of appreciation for its continued support of the City of Moss Point. Mayor Pro-Tem David Chapman and Alderman Houston Cunningham presented the award during the City's Parks & Rec Banquet. Congratulations to every member of our Moss Point team and THANK YOU for your commitment to serve the community.



# HAVING PROFESSIONAL ETHICS

Contributed by Houston Black, COO

When we think about the term professional ethics, we think of a person or group of people that perform certain tasks with the highest level of expertise in that particular field of work with the highest level of integrity. Many people in the water industry are considered to be professionals and are trusted by clients and the communities to produce water that is safe for humans and the environment. Water and wastewater professionals are held to a set of standards set by the DEQ and EPA for both water quality and customer service. Professional ethics is having a set of values that we can apply on a daily basis and helps us to make the right moral decisions. Professional ethics will also illustrate our true character and affects our reputation as a whole. Making one immoral decision can affect how others view you in the industry and that decision will follow you throughout your career.

The question to answer regarding professional ethics is: what do you do when no one is watching? Do you take short cuts? Do you write down a sample result because that's what the result was the hour before? When you make a mistake do you report it, even if no one will ever know the difference? Hopefully everyone's answer would be no, but we all know of a situation where the answer to these questions would have been yes. Holding ourselves to the level of a professional with moral values in this industry is the most important mission we could ever have. If a mistake is made, and mistakes will be made, the best thing we could ever do is to do the next right thing. Even if no one is watching and no one would ever know the difference, **always do the right thing.**



## GA Employees Compete in Pumpkin Decorating Contest

Sometimes you just need to throw some fun into the usual work day. For CWS employees in Georgia, that meant getting creative with pumpkin decorating. And what some cute ideas they had!

The winners' entries are shown here.  
1st Place: Claude Barber  
2nd Place: Charles Draeger  
3rd Place: Monica Glenn

Congratulations to each of the winners! Enjoy spending those gift cards!



The new CWS team in Petal, MS

## FOUNTAIN NAMED NEW PM FOR PETAL PROJECT

The CWS project in Petal, MS has been transitioning well, thanks to the leadership from its Project Manager, Matt Fountain. Matt began with CWS six years ago, previously working as an Operations Supervisor for the Moss Point project, where he managed day-to-day activities, assisted with utilities and supervised employees. He obtained his degree in Criminal Justice from North Florida College in 1998 and now has a total of 18 years supervisory and management experience.

As the new PM for CWS, Matt says, "My #1 goal is to be a strong voice that stands for fairness and consistency." Another goal of his is to develop strong relationships with city leaders and staff to ensure the citizens of Petal receive their very best for their tax dollars and that all work is being performed to the expectations of the client.

"There is not just one thing I love about CWS. It's the people, great leadership, mentoring and the endless opportunities if you work hard and apply yourself."

Matt is married to his wife, Lisa, and they have three girls: Harli, Montana and Taryn, and are soon to be proud grandparents! When not at work, Matt enjoys hunting, fishing and watching college football, especially Florida State.



## Introducing the Newest Member of the CWS Family

Introducing Miss Jamie Barber- the sweetest addition to the CWS family! Baby Jamie was born on September 27 and is the daughter of **Claude Barber** (Fayetteville, GA). Congratulations to Claude and his wife on their new addition!